



## Maximising our Potential

September 2024

Dear Parent/Carer,

As we begin the new academic year, we will be using the Arbor Parent App for all school communication. We will use the Arbor App to send all communication to you including upcoming trips, consent for trips, events in school, student rewards, behaviour points, attendance details, setting homework and issuing after school detentions. You can support your child by looking at their timetable and homework with them to ensure they are fully equipped for the day and have their homework complete and ready to be handed in. You can also keep a track of their attendance and support them in achieving 0% absence.

To join the Arbor App you need to:

- Go to the App store (IOS) or Play store (Android)
- Search 'Arbor'
- Download the app
- Wait for the email from school

When you receive the email from school:

- Click on the Arbor link in the email
- Select 'forgotten password'
- Reset your password to one you will remember
- Return to your Arbor App
- Log in using your email and new password

Please have a look at the leaflet attached to support you in downloading the app and logging in for the first time.

We are running a competition to support you downloading and accessing the app. Those parents/carers who download the app and log in by Friday 6<sup>th</sup> September will be entered into a draw to win a 'big shop' from a local supermarket. Please can you ensure you have downloaded the app and logged on by Friday 13<sup>th</sup> September at the latest as this is when we will move to using it for all communication. From this date our main way of communicating with you will be via the app.

If you have any questions about the above, please do not hesitate to contact me at [admin@kirkbyhighschool.net](mailto:admin@kirkbyhighschool.net) or telephone 0151 477 8710.

Yours faithfully,

A handwritten signature in black ink, appearing to read 'A Smith', is written over a faint, light-colored circular stamp.

Mrs A Smith  
Senior Assistant Headteacher

Resilience

Kindness

Respect

Aspiration

Confidence





# We're using Arbor's free Parent Portal and Parent App



## We've chosen Arbor to help us manage our school.

Arbor is a simple, smart and cloud-based MIS (Management Information System), which helps us work faster, smarter and more collaboratively as a school. The Parent App and Parent Portal mean we can keep you informed about your child's life at school in a much more accessible way. Log into Arbor to see and update your child's information, get live updates and make payments or bookings on the go!

The Parent Portal works on Google Chrome (computer or laptop) and you can download the Parent App from the App Store or Google Play Store on your phone (Android 5.0; iOS 10.0 and upwards).

## How to get started

1. Wait for your welcome email from us telling you Arbor is ready - you won't be able to log in before
2. Click the link in your welcome email to set up your password
3. Go to the App or Google Play Store on your phone and search 'Arbor'
4. Click 'Install' on Android or 'Get' on iPhone then open the App
5. Enter your email, select the school, then enter your password
6. Accept the Terms & Conditions and enter your child's birthday

The Sunnyville School of Magic  
W10 5BN, London, GBR

Enter your password

Log in

Forgotten password?

## Need help using Arbor?

**Contact the school office if you have questions about Arbor, the App or Parent Portal.** Tell us the type and model of your phone, e.g. an iPhone SE, and include screenshots or screen recordings.

To safeguard student data in line with General Data Protection Regulations (GDPR), Arbor only works directly with schools.

### Some tips to try:

1. Ensure your username is the email address you use for Arbor. Ask us to **check the email address** linked to your account.
2. **Reset your password** from the login page, or ask us to do this.
3. If the login email was sent to you more than 96 hours ago, the **password link will have expired**. Ask us to send it again.
4. Ask the school office to check that your email address has not been used twice - e.g. on another guardian or child's profile.
5. **Enter the birthday** of one of your children to log in.
6. Only relatives who are **Primary Guardians** of a child can access the Arbor App. Ask us to check you can access Arbor.

